



**CITY OF HOUSTON
INFORMATION TECHNOLOGY
SERVICES
S17-I00316
NOTICE OF INFORMAL REQUEST FOR
PROPOSAL**

**STRATEGIC
PURCHASING DIVISION**
901 Bagby Street,
Concourse Level
Houston, Texas 77002
(832) 393-8725
(832) 393-8758 Fax

DESCRIPTION OF SERVICES

The City of Houston Information Technology Services Department ("the City") is soliciting proposals from qualified professionals specializing in developing websites for mobile devices.

Please review the Scope of Work/Services below. If you should you have additional questions regarding the RFP or believe that your company/organization meets the minimum requirements as outlined in the Scope of Work/Services of this RFP; please submit your response to Murdock Smith, Sr. Procurement Specialist, via one of the following methods listed below by **11:00 a.m. CST, Friday, March 21, 2014:**

E-mail (Preferred Method): joyce.hays@houstontx.gov
Fax: (832) 393-8759

Mail: City of Houston
Strategic Purchasing Division (Suite 500. Room B520)
901 Bagby Street
Houston, TX 77002

SCOPE OF WORK/SERVICES

INTRODUCTION

The City of Houston is seeking to redesign the HoustonTX.gov website to enable better viewing from multiple devices (i.e. Mobile, PC, Smartphone). Although the content of the HoustonTX.gov website is not displayed with an optimal user experience, in February 2014, the site was accessed 65.5% by desktop, 27% by mobile, and 7.5% by tablet. With this redesign the City can offer a better viewing experience for users of mobile devices and encourage viewership through lesser used devices.


BACKGROUND

To enable enhanced and feature rich website designs, the City of Houston Information Technology Services Department (HITS), acquired a product called Drupal. Drupal is a web content management framework that has been used by many public institutions, including the White House, to develop a responsive user focused websites.

SCOPE OF SERVICES

The selected vendor shall provide the following services:

- analyze HoustonTX.gov for compliance with UX best practices
- recommend improvements to enhance the users overall experience

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- using the Drupal framework, apply recommended improvements
- provide project management for the full lifecycle of the engagement (design through implementation)
- provide knowledge and capability transfer to designated Houston Information
- Technology Services personnel sufficient to ensure on-going maintenance

REQUIREMENTS: IMPLEMENTATION, INSTALLATION AND OR SERVICES

The primary requirements are to redesign HoustonTX.gov as a responsive website, viewable on mobile, tablet, and smart phone devices. Existing content can be visually enhanced but not removed. Adjustments to visual elements, for compliance with UX/UI best practices, are permitted.

Solution Components

Proposers shall list the Solution components (hardware, software, etc.) to be integrated/implemented/installed and used to support the requirement. Identify any special configuration requirements, and describe the system infrastructure to be provided by HITS. Provide an overview that reflects how the system will be deployed within the City of Houston environment.

HITS shall require Drupal Theme Development of the following areas:

- converting HTML/CSS into a standard Drupal theme
- developing PHP Template files for different layouts
- developing PHP Template files for sidebars
- developing PHP Template files for Header Section
- developing PHP Template files for the Footer Section
- developing PHP Template files for horizontal global navigation menu dropdowns

HITS will require Drupal installation, configuration, and caching integration to be deployed on the hosting environment.

Services


Proposers shall provide information on the services (e.g., requirements development, Solution design, configuration, installation, consulting) that will be provided in the course of providing the Solution.

Training and Knowledge Transfer

The Selected vendor will work with the City webmasters to provide knowledge transfer of new design and framework in the form of webinars, documentation, face-to-face meetings, etc.

Training will be required for the 3 major templates to ensure the webmasters are able to convert the required amount of pages needed.

HITS can strip all current templated, .htm or .html pages of all coding except for current main editable content area, to provide to selected vendor for import (approximately 10,500 files). There are approximately 19,000 .htm or .html pages that are not templated.

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Support

The Selected vendor will provide a warranty, consisting of webmaster support and training, for no less than 30 days post deployment.

PROJECT EVENTS AND TASKS

Project events will be further defined at the kickoff. Minimum requirements include: weekly status reports and iterative site reviews.

PERIOD OF PERFORMANCE

Implementation of the Solution will occur within **12 weeks** of execution of this Statement of Work. This includes delivery and installation all of the products and services necessary to implement the Solution, training, and any support, other than on-going maintenance services.

INVOICES

Proposers shall describe their responsibilities for invoicing the City of Houston.

DELIVERABLES

Milestones, Deliverables, Schedule and Payment Schedule

The following table identifies possible milestone events and deliverables, the associated schedule, any associated payments.

Milestone Event	Deliverable
Project Kickoff Meeting	Project overview
Project Management & Planning	<ul style="list-style-type: none"> • Project setup • Timeline & milestone setup • Business objectives survey • Design objectives survey • Iterative website review • customer profile brief • Conversion workflow • Sitemap
Website Redesign	Redesigned website based on Heuristic UI/UX



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Tablet/Mobile Design	A mobile tablet design of the City of Houston Website
Website Drupal Framework	Redesigned houstontx.gov website
Quality Assurance	Quality assurance review

- Deliverables must be provided in the specified timeframes. Any changes to the delivery date must have prior approval (in writing) by the Project Manager/Contract Manager or designate.
- All deliverables must be submitted in a format approved by the Project Manager/Contract Manager.
- All deliverables must have **acceptance criteria established and a time period for testing or acceptance.**
- If the deliverable cannot be provided within the scheduled time frame, the selected vendor is required to contact the Project Manager/Contract Manager in writing with a reason for the delay and the proposed revised schedule. The request for a revised schedule must include the impact on related tasks and the overall project.
- A request for a revised schedule must be reviewed and approved by the Project Manager/Contract Manager before placed in effect. Contract Terms and Conditions may dictate penalties, costs, and other actions based on the facts related to the request for a revised schedule.
- The Project Manager/Contract Manager will complete a review of each submitted deliverable within specified working days for the date of receipt.
- A kickoff meeting will be held at a location and time selected by the Project Manager where the Selected vendor and its staff will be introduced to the Customer, preferably 611 Walker building.

ACCEPTANCE TESTING


Applicable to software/hardware, engineering products, structural mechanisms, models, design/build projects, etc. Identification of specific procedures or criteria that need to be applied to test the end product or ensure that it functions in accordance with established design specifications or technical requirements or verify the integrity of the deliverable

ACCEPTANCE CRITERIA

Acceptance Criteria for this implementation will be based on the City of Houston PO acceptance language. Each deliverable created under this Statement of Work will be delivered to the Project Manager/Contract Manager with a Deliverable Acceptance Receipt. This receipt will describe the deliverable and provide the Project Manager with space to indicate if the deliverable is accepted, rejected, or conditionally accepted. Conditionally Accepted deliverables will contain a list of deficiencies that need to be corrected in order for the deliverable to be accepted by the Project Manager.

ASSUMPTIONS, PROJECT ROLES AND RESPONSIBILITIES

- City of Houston will provide the infrastructure and software required for implementation.
- City of Houston will provide remote secure access to infrastructure and software to the selected vendor

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- The selected vendor will deliver the implementation for a fixed price

REPORTS AND MEETINGS

- The Selected vendor is required to provide the Project Manager/Contract Manager with weekly written progress reports of this project. These are due to the Project Manager/Contract Manager by the close of business on the same day of each week throughout the life of the project
- The progress reports shall cover all work performed and completed during the week for which the progress report is provided and shall present the work to be performed during the subsequent week
- The progress report shall identify any problems encountered or still outstanding with an explanation of the cause and resolution of the problem or how the problem will be resolved.
- The Selected vendor will be responsible for conducting weekly status meetings with the Project Manager/Contract Manager on specific day of each week. The time and place shall be designated or revised by the Project Manager/Contract Manager. The meetings can be in person or over the phone at the discretion of the Project Manager/Contract Manager.

FURNISHED EQUIPMENT AND WORK SPACE

Houston IT Services will provide remote secure access to infrastructure and software to the selected vendor.

TRAVEL

Houston IT Services does not cover travel expenses.

LOCAL MINORITY/WOMEN BUSINESS ENTERPRISE PARTICIPATION

No MWBE Goal% required.

PILOTS CONDUCTED

None

COST NOT TO EXCEED

\$49,000.00

Additionally, the documents listed below must be provided with the proposal:

- Licenses and certifications
- Resumes of key personnel/proposed staff



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- Client references which proposer has delivered/prepared a similar Project Plan
- Brief overview of consultant's experience and an explanation of the proposer's understanding of the work that must be accomplished and the timeframe requirement.
- Proposed Fee Schedule (Must be submitted in separate sealed envelop marked "**pricing**").